

Washington State Department of Transportation

Request for Information (RFI)

ACQ-2013-0903-RFI

for

Tolling Declaration Mobile Application

Release Date: September 3, 2013

All communication between the RFI responders and WSDOT shall be with the RFI Coordinator. The RFI Coordinator is the **SOLE POINT OF CONTACT** at WSDOT for this procurement.

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1 INTRODUCTION

The Washington State Department of Transportation currently operates three facilities: Tacoma Narrows Bridge (TNB) with electronic and manual toll collection, as well as the SR 167 HOT lanes and the SR 520 bridge, which are both all-electronic tolling operations. Several other facilities are under study, in the planning stage or are under construction including the I-405 express toll lanes and SR 99 tunnel.

For some of these facilities, the HOT Lanes in particular, the pricing structure is based on vehicle occupancy. Vehicles with more than one person are considered High Occupancy Vehicles (HOV) and may receive discounted or free use of the facility. Currently vehicle occupancy is declared using an in-vehicle transponder that is manually switched from an off or on position to determine the correct charge. While this method serves the purpose it was designed for, it is not always easy to enforce vehicle occupancy based on transponder. As the toll vehicle market increases in size due to the introduction of additional toll facilities, it has become necessary for WSDOT to assess new methods of tolled vehicle occupancy declaration. One of the proposed solutions is a mobile phone application that customers will use to declare their vehicle's occupancy.

WSDOT requests companies that have experience designing mobile phone applications provide information on mobile phone based technology solutions which will be used primarily to complete this task. Companies who have previously designed applications using similar technology are encouraged to respond to this RFI. The goal of this RFI is to research available methods with which mobile phone technology may be used for tolling applications for upcoming projects in the state.

WSDOT requests that respondents provide information about the following services:

- **HOV vs. SOV declaration** - This phone application will be used primarily for drivers to declare their vehicle occupancy prior to entering the toll system. In addition, the application should include a HOT lane user guide describing how to use the system.
- **Other possible functionalities** - Other functionalities that could be included are: account management information such as account balance, payment and low balance information, adding or removing vehicles from an account, statements, and any other functionality that might be needed.
- **System compatibility** – Respondents should include information about how phone application could connect to the back office or roadside toll system. The phone application should also be compatible with all major phone operating systems including: iPhone, Android and Windows Phone.

To learn more about WSDOT statewide tolling efforts, please visit the following link:

<http://www.wsdot.wa.gov/tolling>.

WSDOT will review submissions, interview some or all submitters, and prepare a summary of various methods and their applicability in Washington State. Companies that offer the best perceived value to the State may be asked for additional information or to participate in field trials at the sole discretion of WSDOT.

Any costs for preparing and submitting an initial response to the RFI and subsequent inquiries or presentations will be borne by the company. Companies selected for any field demonstrations may be reimbursed for these additional efforts.

2 RFI PROCESS

After a review of the RFI responses and assessment of the marketplace, the Washington State Department of Transportation (WSDOT) may or may not choose to issue a Request for Quotes and Qualifications for Mobile Phone Applications.

Participation in the RFI process is not a requirement for any subsequent competitive procurement, although the results of this RFI may be used to develop an RFQQ.

WSDOT reserves the right to refrain from issuing an RFP or any other formal solicitation document for this product. This RFI is not a formal solicitation and no contract will be awarded as a result.

2.1 RFI Schedule

Release RFI	September 3, 2013
Vendor Questions Due by	September 12, 2013
Responses to Vendor Questions Due by	September 19, 2013
Vendor Submissions Due by	October 4, 2013

WSDOT reserves the right to revise the above timeline.

3 ADMINISTRATIVE REQUIREMENTS

3.1 RFI Coordinator

Vendor communications concerning this RFI should be directed to the RFI Coordinator listed below:

RFI Coordinator	Brittany Westbrooke
Address	Washington State Department of Transportation Administrative Services Contracts Office P.O. Box 47408 Olympia, WA 98504-7408
Phone	(360) 705-7741
E-mail	westbrb@wsdot.wa.gov

3.2 Response Preparation Instructions

Companies desiring to submit phone application solutions should follow these guidelines:

- Provide a brief overview of your company and its capabilities. Specifically, please include information on your company's experience working with large databases.
- Describe your mobile phone application technology in easily understandable terms. Include enough information so that a reasonably knowledgeable evaluator can understand your proposed application and associated technology.

- Describe how your proposed application can address the requirements in Washington State for HOV declaration.
- Describe the system with which the application will process information as well as how it could connect with the WSDOT toll collection system (either the back office or the roadside) if necessary.
- Describe a possible implementation plan including a development schedule for application features as well as a timeline specifying the length of time it takes to design the application and launch to customers.
- Provide information on the application launch process as well as the amendment process of an application once it is launched. Describe an application's ability to provide both vehicle occupancy declaration and account management capabilities.
- Provide information on how the application could work in coordination with the existing or a new *Good To Go!* website. To view the existing *Good To Go!* website, please visit <https://mygoodtogo.com>.
- Identify any infrastructure or other equipment needed for deployment.
- Graphics, drawings, diagrams and digital videos of proposed solutions are encouraged. Descriptive narrative corresponding to graphical images is also desired.
- Submissions are limited to twenty pages. Graphics, drawings, diagrams and digital videos are not included in page total.
- Company information can be included as an attachment. Please limit these attachments to relevant information.
- Please include a range of typical costs for preparation of this application.

Please provide responses in an electronic format such as Adobe Acrobat or Microsoft Word.

Responses to this RFI should be submitted to the RFI Coordinator no later than October 4, 2013. All communications must reference the RFI number ACQ-2013-0903-RFI in the subject or title area.

Please do not cut and paste your responses into the RFI. Instead, provide your response as a separate document and include numbers referencing the RFI section to which you are responding. Only one electronic copy need be submitted.

Responses must be submitted by **email** in an electronic format such as Adobe Acrobat or Microsoft Word to the RFI Coordinator. The RFI Coordinator will email an acknowledgement of receipt to the vendor.

3.3 Cost of Response Preparation

Vendors will not be reimbursed for costs associated with preparing or presenting any response to this RFI.

3.4 Response Property of WSDOT

All materials submitted in proposal to this RFI become property of WSDOT. WSDOT has the right to use any of the ideas presented in any proposal to the RFI. Selection or rejection of a proposal does not affect this right.

3.5 Public Records and Proprietary Information

Any information contained in the response that is proprietary or confidential must be clearly designated. Marking of the entire submission as proprietary or confidential will be rejected as non-responsive.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, WSDOT shall maintain the confidentiality of Vendor's information marked confidential or proprietary. If a request is made to view Vendor's proprietary information, WSDOT will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, WSDOT will release the requested information on the date specified. WSDOT's sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as WSDOT retains Vendor's information in WSDOT records per state law. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

3.6 Vendor Comments and Questions

Vendors may submit comments and questions to the RFI Coordinator prior to responding to the RFI by the date indicated in the RFI schedule in Section 2.1. Responses to vendor questions will be considered addendums to the RFI. Modifications to the RFI that may result from Vendor comments will be sent to all Vendors. Where there appears to be a conflict between the RFI and any amendment or addenda issued, the last amendment or addendum issued will prevail.

3.7 No Obligation

After a review of the RFI responses and assessment of the marketplace, WSDOT may or may not choose to issue an Acquisition.

Participation in the RFI process is not a requirement for any subsequent competitive procurement, although the results of this RFI may be used to build and refine an Acquisition.

WSDOT reserves the right to refrain from issuing any other formal solicitation document for this product. This RFI is not a formal solicitation and no contract will be awarded as a result.

4 SYSTEM CRITERIA

It is anticipated that the basic services provided by the phone application will be as follows:

- **Declaration of SOV vs. HOV.** With this mobile application, the driver of the vehicle would be able to declare their vehicle's occupancy status by a mobile switch. The phone application will then interact with on-road tolling equipment to determine the toll price paid by the vehicle. Ability to declare number of vehicle occupants is also of interest.
- **HOT Lane User Guide.** This will be a simple guide provided to users of the application with instructions on how the HOT Lanes operate and how declaration works.

It is possible that this application will also be used for customers to manage their account information as well as view their toll bill statements, transaction history, and add vehicles to their account. The ability to include this information is desirable but not required.